

OFFICE TECHNICIAN (TYPING)
APPEALS PROCESS SECTION
FINAL FILING DATE: MAY 22, 2007, or Until Filled
PERMANENT/FULL-TIME
MONTHLY SALARY: \$2,598.00 - 3,157.00

DEPARTMENT SUMMARY:

Are you interested in working for a department where you know the services you provide make a difference? The VCGCB is comprised of approximately 300 employees who help administer the Victim Compensation and the Government Claims Programs. The Victim Compensation Program helps people who have been a victim of crime to pay medical bills, funeral expenses, treatment for mental health, lost wages, and other crime-related expenses. The Government Claims Program helps members of the public resolve claims against the State. Our mission is to serve our claimants and stakeholders through effective assistance and timely resolution of claims. The VCGCB is a special fund department under the direction of the State and Consumer Services Agency.

POSITION SUMMARY:

Under general supervision of the Appeals Process Section (APS) Manager, the Office Technician (Typing) functions with a high degree of independence and initiative. The individual performs technical support for the APS Manager, APS staff, Legal Office, and Board Liaison. Duties include processing appeals and reconsideration requests for the Board agenda, monitor Board actions and issue notices, letters, and other required documents to claimants and representatives. The individual will serve as a back-up to the other Office Technician position in APS.

*****SPECIAL REQUIREMENT:** This position requires a typing certificate at a rate of not less than of 40 words per minute prior to being appointed to the Office Technician (Typing) classification.

SPECIAL CHARACTERISTICS AND/OR INTERPERSONAL SKILLS:

Excellent communication and interpersonal skills, personal reliability, and ability to work independently are critical requirements of this position. The incumbent must, at any given time, be able to concurrently process materials for three different Board meetings.

ESSENTIAL FUNCTIONS:

Uses three computer system – VOX, CaRES, and the Hearing and Appeals Tracking System (HATS) to prepare appeals, requests for reconsideration, appeal withdrawals, proposed decisions, and other appeals-related work for final adjudication by the three-member Board at its monthly meeting. Coordinate all meeting preparations with the Board Liaison, Appeals Manager, and all processing staff.

Create the Board meeting agenda for all of the above items using an Excel spreadsheet. In a timely manner sends the agenda to the Board Liaison for posting, publication, and distribution.

At the conclusion of the monthly Board meeting, notify in writing appellants and their representatives of the Board decision. Generate a reconciliation report and update all computer records to correctly identify Board action and claim status. Take necessary actions to insure claims reflect a closed status. For items pulled or continued from the Board agenda, send files and instructions/information to appropriate individual for follow-up. For claims on which Board action was taken, send claim files, including resolution instructions, to appropriate staff or to the file room.

Respond to telephone calls regarding the status of claims under appeal. Provide information on the appeal and hearing process.

Provide backup in the absence of the other APS Office Technician (Typing).

Perform periodic audits of information in HATS to insure accuracy. Identify issues and bring to the attention of the APS Manager.

Act as contact for issues/problems/supplies for printers and copier. Problem resolution may include consulting with staff from Business Services and Information Technology Services, submitting a work order through the Board's Track-It system or arranging for repair and maintenance if needed. Participate in Section staff meetings. Manage the claim files for proposed Reconsiderations and No Hearing Letters, keeping track of required timeframes and, when appropriate, bringing the claims forward for further processing.

DESIRABLE QUALIFICATIONS:

Ability to operate various office machines.

- Ability to follow oral and written directions.
- Ability to meet and deal tactfully with all levels of staff and the public and to communicate effectively.
- Knowledge and ability to use the personal computers.
- Knowledge of EXCEL, MS Outlook, and MS Word.
- Ability to handle and maintain confidential and sensitive information.
- Must be dependable and have excellent interpersonal and organizational skills.

The VCGCB is located at 400 R Street in an updated building which includes new furniture, carpeting, paint, break/lunch rooms with lots of amenities (i.e., refrigerators, microwaves, toasters, coffee pots). We are conveniently close to restaurants, shopping, highway, bus routes, light rail, a four story parking garage right next door and parking meters located directly in front of the building.

WHO MAY APPLY:

Qualified candidates in a reachable rank on an employment list for this classification, currently in this classification, have transfer eligibility to this classification, or have reinstatement rights to this classification are encouraged to apply. SROA and Surplus candidates are encouraged to apply. In addition to a State Application (Std. 678), candidates must submit a current resume and cover letter. Please indicate RPA # 07-184 on the State Application. Applications will be reviewed for the most qualified candidates and interviews may be conducted.

SUBMIT APPLICATION TO:

Victim Compensation and Government Claims Board
Human Resources Section
Attn: Angela Ramirez
P.O. Box 48
Sacramento, CA 95812-0048
(916) 491-3805